Answers to Vendor Questions Addendum

(1) Are the Non Emergency Medical Transportation claims typically received as hand written? What is the split between machine typed and hand written?

Response: Yes, these may be received as hand-written. The percentage of hand-written NEMT claims is ???

Follow-up Question: Response seems to be incomplete…, what is the answer?

Follow-up Response:

7. Are the Non Emergency Medical Transportation claims typically received as hand written? What is the split between machine typed and hand written?	3.11 Non-Emergency Medical Transporation	**Yes, these may be received as hand-written. The percentage of hand-written NEMT claims is 100%.**

(2) What are the various formats of files that need to be considered for clearinghouse workflow?
Response: Word, Excel, PDF, TIFF

Follow-up Question: This response indicates that the expectation is to have a workflow feature to attach support documents in word, excel, pdf, tiff format, is that correct?

Follow-up Response: The response provides what type of files we may receive or use in the process. Clarification in what aspect of the workflow might be helpful. We would anticipate that the scanned documents are returned to us as PDF or TIFF documents. The Nonemergency claims may need to have information inputted using excel or word in the online entry form.

(3) What should be done when a claim is identified as a duplicate?
Response: The claim should be numbered and data captured. Our processing system will identify it as a duplicate.
Follow-up Question: In one of the response, the term claim indexing is used and in another response, the term "data capture" is used. We assume

that the customer is referring to the data capture of claims (HCFA/UB/NEMT forms). Please confirm.

Follow-up Response: Claims that come into the system should be numbered and data entered. They will be scanned and indexed with the new number. The MMIS system with edit for duplicates.